

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA: Nonexempt

TITLE: Training Specialist

PAY PLAN/SERIES/LEVEL - NF-1712-3

MAJOR DUTY DESCRIPTION:

Develops, implements, and conducts new employee training, orientation training, and customer service training for hotel staff. Assists departmental supervisors and work leaders in the development of task specific training. Attains other types of training from outside sources when required and necessary. Researches avenues for cost effective training to support team building, self-paced job specific training, and supervisory and managerial professional development. Assists management in developing opportunities or programs that enhance the professional growth of mid-level and line staff. Assesses and reports on results. Assists in the management of the employee award program.

QUALIFICATION REQUIREMENTS:

Management experience in either a hotel or other service related industry that provided the knowledge and ability to perform the duties described above. Must be able to communicate orally and in writing and have a practical knowledge of the methods and techniques of instruction and a practical knowledge of customer service in a business environment.